

DEPARTMENT POLICY

The Michigan Department of Human Services (DHS) routinely matches recipient data with other agencies through automated computer data exchanges. Information provided with DHS applications (DHS-1010 and -1171) informs clients of the data exchange process.

OVERVIEW

FAP Only

DHS is required to match all Food Assistance Program (FAP) recipients and applicants with the National Directory of New Hires (NDNH) at application and recertification.

The NDNH is a monthly exchange of information collected from new hire data reported from 54 states and territories and all federal agencies. NDNH information is used to determine current income sources reported from other states for active and pending DHS FAP clients.

It is a best practice to resolve information obtained from a New Hire report within **21 calendars days** from the date the match is reported to the specialist.

Process

This monthly process matches the Social Security number (SSN) for all FAP approved and pending clients from the prior 30 day period and FAP redeterminations that are due two months from the NDNH request month. If a SSN match is found on Bridges and the NDNH, a NDNH match is created. Specialists receive one task and reminder listing all the matches for the month. The task and reminder is automatically removed when all matches have been disposed.

If the client has not previously reported the new job, verification must be requested by generating a DHS-4641, National Directory New Hire Client Notice, from Bridges.

When a DHS-4641 is requested, Bridges automatically gives the client 10 calendar days to provide verification from the date the form was requested.

If income verification is returned, make the appropriate changes in Bridges, then run eligibility determination benefit calculation (EDBC) to reduce or close the benefits.

If verification is not returned by the 10th day, case action will need to be initiated to close the case in Bridges. If the client reapplies, the date the client reapplies determines if national new hire verification must be returned before processing the new application. See the following examples.

Example: Client applies for assistance 30 days after the case closure was initiated. The case must be opened from the date that verifications are provided.

Example: Client applies for assistance 31 days after case closure was initiated. The case may be opened from the date of the new application, if eligible.

**Specialist
processing of
DHS-4641 Cover
Letter (Page 1)**

1. If the DHS-4641, Cover Letter, (page 1) containing the individuals employment is returned to the local office:
 - Send the form to the designated staff person (DSP) for logging and destruction.
 - Document in the case record any actions taken regarding the notice.
2. If the client claims a notice was lost or never received, or if a copy is needed, the DSP can reproduce it; see OBTAINING DHS-4641 COPIES in this item.

**FILING THE
CLIENT NOTICE
AND THIRD PARTY
VERIFICATIONS**

Do not file the DHS-4641, Cover Letter, (page 1) in the case record. It must be treated as confidential and returned to the designated staff person; see **SAFEGUARDING NATIONAL NEW HIRE INFORMATION**, in this item.

The second page of the DHS-4641 is not considered confidential information if the client filled out the name and address of the employer and should be filed in the case record. If the specialist fills out the name and/or address of the institution on any document pertaining to the National New Hire match then it must be sent to the DSP to be logged and destroyed.

SAFEGUARDING NATIONAL NEW HIRE INFORMATION

The local office or any other office holding these notices must do all of the following:

- Appoint a DSP to be responsible for the security of notices (safeguarding, release, destruction and log maintenance).
- Keep each notice to be retained in a locked place (for example, in a drawer or cabinet). When it is destroyed, destruction must be done by DHS staff and only by shredding.
- Keep visitor log to authenticate visitors before authorizing access to the area where the notices are kept. Visitor log shall contain the following information:
 - Name and organization of visitor.
 - Signature of visitor.
 - Form of identification.
 - Date of access.
 - Time of entry and departure.
 - Purpose of visit.
- Develop and follow procedures to ensure notices are not released.

DSP DUTIES

Only the DSP may retain a key to the place housing the notices. The key must be kept in a locked place. Any duplicate key(s) must be kept in the office safe.

The DSP must:

- Print notices for specialist or clients as described in **OBTAINING DHS-4641 NOTICE COPIES**, in this item.

- Maintain a separate control sheet designated as a National Directory New Hire to track notice copies released directly to specialists, clients, or mailed to the client by using the DHS-4488, Internal Revenue Service Data Control Sheet.
- Log all notices sent to the DSP (undeliverable, forwarded or returned from specialists) on the DHS-4488 and treat them as confidential. Shred all notices returned and log the method and date of destruction.

The DHS-4488 must be retained for five years after the last notice is logged on it. It may then be destroyed by DHS staff and only by shredding.

OBTAINING DHS-4641 NOTICE COPIES

A copy of the notice may be obtained under certain circumstances from the DSP.

If a client, client's representative, or a specialist requests a replacement of a DHS-4641 notice (for example lost or never received the original); the DSP can reprint through central print or local print from Bridges correspondence.

When the copy is printed locally, the DSP must:

- Log it on the DHS-4488.
- Hand-deliver it and request ID to ensure the appropriate client or representative or specialist receives the information.

LEGAL BASE

FAP

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